

COPY OF PAPERS
ORIGINALLY FILED

#4 2183



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Benjamin P.
Davenport, et al.

Serial No. 10/005,636

Filed: December 3, 2001

Title: SERVICE QUALITY
MONITORING SYSTEM AND
METHOD

)
)
) Attorney Docket No. MFCP.89120
)
) Art Unit: 2183
)

CERTIFICATE OF MAILING 37 C.F.R. 1.8	
I hereby certify that this correspondence is being deposited with the U.S. Postal Service, postage prepaid, as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on:	
2/28/02 Date	<i>James Smith</i> Signature

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D.C. 20231

RECEIVED
MAR 29 2002
Technology Center 2100

Dear Sir:

Enclosed herewith and listed on Form PTO-1449 (also enclosed) are photocopies of
patents and/or documents which Applicant requests be considered by the Examiner and made of
record.

U.S. Patent No.	Issued	Patentee(s)
5,958,009	September 28, 1999	Richard J. Friedrich, et al.

Respectfully submitted,

Daniel W. Shinn

Daniel W. Shinn
Reg. No. 40,810

SHOOK, HARDY & BACON L.L.P.
One Kansas City Place
1200 Main Street
Kansas City, Missouri 64105-2118
816/474-6550



COPY OF PAPERS
ORIGINALLY FILED

Sheet 1 of 1

PTO-1449 (Modified) U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Attorney Docket No.: MFGR 89120	Serial Number: 10/005,636
	Applicant: Benjamin P. Davenport, et al.	
	Filing Date: 12/03/01	Group: 2183

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	PATENT NUMBER	ISSUE DATE	PATENTEE	CLASS	SUBCLASS	FILING DATE
	U.S. No. 5,958,009	9/28/99	Friedrich, et al.			2/27/97

RECEIVED
MAR 29 2002
Technology Center 2100

FOREIGN PATENT OR PUBLISHED FOREIGN PATENT APPLICATION

EXAMINER INITIAL	DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY OR PATENT OFFICE	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

EXAMINER	DATE CONSIDERED
EXAMINER: Initial citation if reference was considered. Draw line through citation if not in conformance to MPEP 609 and not considered. Include copy of this form with next communication to applicant.	